

OFFICE ASSISTANT II

DEFINITION:

Under general supervision, provides a variety of routine to difficult clerical support to various City offices, which may include receptionist duties, typing, word processing, record keeping, and filing; performs related work as required.

CLASS CHARACTERISTICS:

Office Assistant II is the journey level class of this series, fully competent to perform a variety of clerical support duties. All positions are characterized by the availability of supervision in the non-routine circumstances. Specific duties, including the amount of typing, will vary with the organizational unit to which assigned.

IMPORTANT AND ESSENTIAL JOB FUNCTIONS:

1. Type correspondence, reports, forms and specialized documents related to the functions of the organizational unit from drafts, notes, or brief instructions.
2. Maintain records and process forms, such as purchase requisitions and orders, including reports specific to the organizational unit.
3. Prepare and update a variety of reports using a typewriter, or personal computer applicable software, and following established formats.
4. Proofread and check typed materials for accuracy, completeness, and compliance with departmental policies.
5. Act as receptionist and receive and screen visitors and telephone calls providing factual information regarding City activities and functions.
6. Process work using correct English grammar, punctuation and spelling.
7. Establish, maintain, research and compile information from office files.
8. Process incoming and outgoing mail.
9. Order office supplies.
10. Perform routine office support functions.

IMPORTANT AND ESSENTIAL JOB FUNCTIONS (continued):

11. Prepare and make arrangements for meetings and functions.
12. May serve on various committees.

MARGINAL/PERIPHERAL JOB FUNCTIONS:

1. Open and distribute incoming mail.
2. Perform back-up clerical functions.
3. Deliver documentation to appropriate departments.

QUALIFICATIONS:

Knowledge of:

1. Business letter writing and the standard format for typed materials.
2. Policies and procedures related to the department to which assigned
3. Basic business data processing principles and the use of personal computers and word processing software.
4. Record systems as they relate to file retention, cataloging, and research methods.

Skill in:

1. Organizing and maintaining office files.
2. Composing routine correspondence from brief instructions.
3. Using initiative and sound independent judgment within established guidelines.
4. Operating standard office equipment including a word processor and centralized telephone equipment.
5. Prioritizing work and coordinating several activities.
6. Communicating tactfully and effectively with the public.

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Skill in (continued):

7. Typing/keyboarding accurately at a rate of 40 net words per minute from printed copy.
8. Retrieval and delivery of documents and records for the use of office staff.

Ability to:

1. Rapidly learn the specific procedures and terminology of the organizational unit to which assigned.
2. Use initiative and sound independent judgment within established guidelines.
3. Communicate orally and in writing in a clear manner.
4. Maintain effective working relationships with office staff.
5. Operate standard office equipment.
6. Successfully manage several tasks simultaneously which demand focus and concentration.

JOB REQUIREMENTS:

Some Office Assistant II positions require use of an automobile.

1. Possession of a valid California Class C drivers license in compliance with adopted City driving standards.

OTHER QUALIFICATIONS:

1. Equivalent to graduation from high school.
2. Two years of general clerical or office assistant experience.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

1. Reports, forms, pencils and pens
2. Computer monitor, keyboard and printer
3. Copy machines
4. Fax machines

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MACHINES/TOOLS/EQUIPMENT UTILIZED (continued):

5. Telephone
6. Typewriter
7. Answering machine
8. Automobile

PHYSICAL DEMANDS:

1. Mobility
2. Speaking/Hearing
3. Seeing
4. Sitting
5. Use of fingers/Manual dexterity
6. Driving
7. Lifting up to 30 lbs.

Some Office Assistant II positions may require:

1. Pulling/pushing
2. Lifting/carrying up to 40 lbs.
3. Stooping/bending
4. Speed in using office equipment and meeting deadlines
5. File storage preparation
6. Record retention, retrieval, and delivery

ENVIRONMENTAL AND ATMOSPHERIC CONDITIONS:

Office Conditions:

1. Indoors: normal office conditions, 90% of the time
Travel: varying conditions, 10% of the time
2. Noise level: conducive to office setting
3. Lighting: conducive to office setting
4. Flooring: low level carpeting
5. Ventilation: provided by central air conditioning
6. Dust: normal, indoor levels